Picture Perfect 4.5.1 Release Notes

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Introduction

This document includes late-breaking information on this product and notes on new enhancements and fixes. Where information differs between this paper document and the manual or release notes on the Picture Perfect 4.5.1 DVD, this document supersedes the documentation on the DVD.

Included in your shipment

The following CD/DVDs are included in your Picture Perfect 4.5.1 media kit:

Picture Perfect 4.5.1 Software Installation DVD: Contains Picture Perfect software for Linux and AIX versions of the application server and Informix database. Controller R118 firmware is also included on the installation DVD.

FC 2.2.2 Software Installation DVD: Contains installers for application server, media server, Informix database, and client workstation.

FC 2.2 Video Drivers CD: Contains separately licensed 3rd party video drivers optionally supported by Facility Commander 2.2.2. UTC Fire & Security video drivers are standard and are automatically

installed from the Facility Commander 2.2.2 Installation DVD for your convenience.

Documentation CD: Contains all the latest manuals for UTC Fire & Security access products.

Installation

To install Picture Perfect 4.5.1, refer to the *Picture Perfect 4.5 Installation Manual* on the Documentation CD.

Upgrades

Note: You must be at Picture Perfect 4.0 Service Pack 3 before upgrading to Picture Perfect 4.5.1.

To upgrade from Picture Perfect 4.0 Service Pack 3 to Picture Perfect 4.5.1, refer to the *Picture Perfect 4.5 Installation Manual* included in your media kit on the Documentation CD.

To upgrade from Picture Perfect 4.5 to Picture Perfect 4.5.1, you only need to patch your existing system using the INSTALL -p command. Refer to the *Picture Perfect 4.5 Installation Manual* included in your media kit on the Documentation CD for detailed procedures.

New features

Picture Perfect 4.5.1

NLS Support: Support for National Language Support (NLS)

Co-residency with FC: Co-residency with Facility Commander 2.2.2 (Linux only)

A Facility Commander 2.2.2 Linux application server can be installed co-resident with the Picture Perfect 4.5.1 server. For a co-resident installation, the following tasks must be completed.

- Additional logical volumes must be created when installing Red Hat Linux Enterprise 5.3. Refer to “(Linux only) Installing Facility Commander 2.2.2 Co-resident with Picture Perfect 4.5.1” on page 12.
- When configuring the external interface for Facility Commander 2.2.2, the port number that FC is listening on must be set to 8075 (not the standalone default of 8085).

Facility Commander 2.2.2 reports can be accessed through Picture Perfect 4.5.1

Technology refresh with latest released software for:

- Windows 7 Ultimate (32-bit)
- Windows Vista
- Database (Informix 11.5 UC3)
- Operating system (Red Hat Linux 5.3 (32 bit) and AIX 6.1 (64 bit)
- Tomcat application server (6.0.18)
- Web server (2.2.3)
- Web browser
  Internet Explorer 6.0 SP1 and 7.0
  Firefox 3.0
- Java runtime (1.6.0 13)

Nested Antipassback: Added flexibility and greater security for antipassback feature by enforcing access into an area from designated areas.

Emergency modes: Provides a means to quickly enter or exit an emergency mode with the push of a button that triggers a digital input.

Enhanced mode functionality:

- Real time mode monitoring
- E-mail notification
- Mode change authentication

Smart Card encoding: Ability to encode MIFARE cards.

Improved security:

- Removed root account usage for day-to-day activities
- Added new user account “ppadmin” to administer Picture Perfect
- Added new user account “ppapp” for database connectivity
- Reduced Operating System footprint
- Mitigated security vulnerabilities found using commercial scanning tools

Database replication: Added improved data integrity and performance in a Picture Perfect Redundant configuration, using the latest Informix HDR technology for replication.

PPRS command line enhancement: Provides the ability to configure and monitor the redundant application entirely through the command line utility.

Search with case insensitivity: Provides the ability to enter search criteria in text fields irrespective of the case.

Configurable alarm blinking: Provides the option to configure alarms to not blink, blink until acknowledged, or blink for a configurable duration.

History rollover alarm: Triggers a history rollover alarm when the history tables (badge history, alarm history, operator history) roll over.

Flexible LDAP: Enhanced LDAP integration to support flexible Distinguished Names (DN).

Preferences permissions: Added permissions for the preferences button on the monitors and forms.

Badge monitor enhancements: Added columns for person department and category, the match of which grants access to the badge/person.

New Alarms: Added the BADGE HISTORY NEEDS TO BE ARCHIVED, ALARM HISTORY NEEDS TO BE ARCHIVED, and OPERATOR HISTORY NEEDS TO BE ARCHIVED alarms.

When a Picture Perfect operator receives on of the following alarms, it means that one or more of your history tables have rolled over because they are at maximum capacity and the system is requesting to archive them.

BADGE HISTORY NEEDS TO BE ARCHIVED

ALARM HISTORY NEEDS TO BE ARCHIVED

OPERATOR HISTORY NEEDS TO BE ARCHIVED.

If you receive one of these alarms:

1. Select "Control" from the Picture Perfect main menu, and then click on the "Backup/Restore" option.
2. From the "Backup/Restore" form, click on the "Archive" tab at the top.
3. Select the corresponding option, depending on the table requested to be Archived (Alarm, Badge, or Operator).
4. Choose the destination device (Tape or File and file name).
5. Click on the green arrow to execute this task.

Application notes

General

The command to unmount the Picture Perfect 4.5.1 Installation DVD is:
umount /media/pp4.5.1

The imaging workstation hardware and software requirements are the same as a client workstation. Refer to the *Picture Perfect 4.5 Installation Manual* for details.

After an upgrade, badge records that have been modified may be marked red in the grid. If this occurs, review the Host Bid Format and change the formats (%10s, %12s, %13s, %16s), according to the number of digits used in the badge and the format referenced.

> Check the number of digits in the badge record, and be sure the BID format used in the record matches, otherwise use the Badge Formats to make necessary changes.

During a takeover in a Redundant configuration, the Picture Perfect application is automatically restarted. Successful logons will not be possible until the application has fully started.

Mode Events will not execute while in emergency mode, regardless of how the emergency mode was initiated, until the emergency mode is exited.

A reader's To Area can be set to Neutral to allow for flexibility of limiting access to an area.

The following commands can only be run by the root user:

- cleanmachine
- EnableSSL
- chhostname
- DbSecComm
- chsyspass
- pplicense

When upgrading to Picture Perfect 4.5.1, if the old license has the maximum readers selected, the new license must be reissued and must have the maximum readers of 4096. Otherwise, you may not be able to add new readers.

You must be at Picture Perfect 4.0 Service Pack 3 before upgrading to Picture Perfect 4.5.1.

External changes to data updates for the dropdown control can take up to 90 seconds for cache refresh to occur on a client workstation.

If the online help window does not launch, make sure that the browser does not have pop-ups disabled.

Certain customized SQL reports may not run due to syntax changes, enhanced functionality, and table field changes added in Picture Perfect 4.5. These reports will have to be modified to correspond to the current database schema, and then saved before they can be run.

Token ring is no longer supported.

Do not press Ctrl +C during the installation or removal of any Picture Perfect package, as this will interrupt the installation and you will need to remove the package, and then reinstall it.

The Picture Perfect Operator must have read/write permissions to their home directory on the client workstation local hard drive.

The PPRS user interface has been replaced with the PPRS command line.

The flash tool utility should not be used to flash DirecDoor or PXNplus controllers. Instead, use Eflash to flash DirecDoor or PXNplus controllers. The flash tool utility can still be used to flash PX or PXN controllers.

The eflash process requires an amount of free shared memory per each concurrent controller being flashed. This amount is approximately 4 MB per concurrently flashed controller.

As your system grows, it is possible to outgrow the 2 MB or 4 MB memory limit on your controllers. Please contact Sales Engineering for guidance.

The M/2, M/4, and M/5P controllers are not supported in Picture Perfect 4.5.1.

EPI Capture

To enable the EPI capture window to open on Picture Perfect 4.5.1 imaging workstations using Windows Vista or Windows 7, you must provide all users with full permissions in the ImageWare application.

To provide all users with full permissions in the ImageWare application:

1. On the imaging workstation, log off Picture Perfect 4.5.1.

   Note: To modify user permissions, you need to either log in as the local administrator or have the local administrator password to execute the following steps.

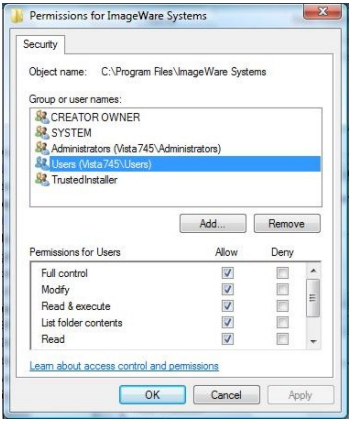
2. Click Program Files, and then right-click ImageWare Systems.

   The ImageWare Systems Properties page opens.

3. On the Security tab, select the group or user names, and then click Edit.

   The Permissions for ImageWare Systems page opens as shown below.

4. In Permissions for Users, make sure all Allow checkboxes are checked.



5. Log on to the Picture Perfect 4.5.1 imaging workstation.

Known issues

General

On the badge design screen, the arrow keys on the keyboard are not operational. Use the mouse to position the image instead of the arrow keys. A hot fix for this issue is available through Technical Support.

The preview option for the batch badge printing does not display all badges selected for printing. You can still preview the badges individually. Batch printing is not affected by this issue. A hot fix for this issue is available through Technical Support.

For all operators to be able to create Mifare encoding keys, you must change the permission of the ImageWare key registry to allow all user to have full control.

To change the ImageWare key registry permissions:

1. Click Start, Run, and then type in Regedit in command line. Click OK.
2. Go to HKEY_LOCAL_MACHINE/SOFTWARE/ImageWare Systems
3. Right-click on the entry, and then select Permissions.
4. Click Users Group, and then check the Allow Full Control check box to allow all users to have full control.
5. Click OK to exit.

If an operator forgets their password, the System Administrator can change that operator's password by entering their own password in the "Old Password" field for that operator.

There is a known issue in the External Encoder Setup where the application window “paints” when moved across the screen.

The *Picture Perfect 4.5 User Manual* has the following errors:

Page 159, Table 67, Output form fields: The note under Reset on Input is not correct and should specify the following:

Note: If Reset on Input is selected for use with a door strike output, the door unlocks with a valid badge read and remains locked until a separately configured input is activated. **Example:** A button can be used to relock the door after passage; in this case, the button would be configured as an input to an input group whose corresponding output group includes the door strike output.

Information about the Modes Email tab on the Modes page was not included in the *Picture Perfect 4.5 User Manual*. For detailed information on the Modes Email tab, please refer to the Picture Perfect 4.5 Help.

Status Command Issue: Running a status against a non-connected micro will result in continuous attempted transmissions of FUP messages to the disconnected micro. To stop the transmission of FUP messages to the disconnected micro, change the micro to a nonexistent state.

Picture Perfect does not support client workstations connecting to the server over the Internet unless connected via a VPN.

Some Picture Perfect systems may experience a temporary discrepancy in transaction date and time during the Daylight Savings Time (DST) change. This will only affect systems with servers or controllers that span multiple time zones. For example, if a server is located in Central DT and controllers are in Eastern DT they may experience a one-hour divergence.

When flashing controllers using eFlash, an error may occur. Retry the eFlash.

When filtering alarms by input group, only logical alarms will adhere to this filtering rule. The other alarms will still be filtered by the facility of the alarm location.

For Linux installations, the base install will try to disable ttdbserver. However, ttdbserver is only present on AIX. The base install log will display an error message when it cannot locate ttdbserver. You can disregard this error message.

During the installation of conversion files for Picture Perfect 4.5, the 4.5 /pptools/* files are installed on the Picture Perfect 4.0 server. The files in this directory only affect SSL or database encryption.

Note: Make sure the .linuxinstall.performed.successfully file is removed before running the INSTALL -u command.

After the conversion, if you want to continue using the Picture Perfect 4.0 server, you must drop and reload the Picture Perfect 4.0 database, and then run Phase 2 of the installation (INSTALL -u) from the Picture Perfect 4.0 installation disc. This will reload the correct Picture Perfect 4.0 pptools files.

The tours package removal script attempts to delete records from the facility_rec_prof table, a table which does not exist in the current Picture Perfect 4.5 database schema. Removal continues and succeeds.

Red Hat Enterprise Linux 5.3 Installation: When making package selections from the Package Group Selection window, be sure that only the recommended packages are selected as instructed in the Picture Perfect 4.5 Installation Manual. Uncheck all default selections that are not specified recommended packages.

Microsoft no longer includes WinHlp32.exe as a component of the Windows operating system. This may cause problems for customers who want to use Windows Vista or Windows 7, but still rely on the 32-bit .hlp files for third party programs such as ImageWare (used in the Picture Perfect Image package). The Microsoft WinHlp32.exe for Windows Vista and Windows 7 can be downloaded at the following Website:

http://support.microsoft.com/kb/917607

Enterprise systems

If the tours package is installed on a subhost before hostconfig is run on the nethost, the tourdbs chunk in the nethost will not be created. Be sure to run hostconfig on the nethost before installing optional packages on the subhost.

Make sure the database is up and running on the nethost before installing tours on the subhost.

The tours installation package on a subhost does not update the 30-pp.rules file on the nethost (/etc/udev/rules.d/30-pp.rules). You must edit the /etc/udev/rules.d/30-pp.rules file, using an editor tool such as vi, to add the following new line:

SYSFS{dev}=="<Number1:Number2>", NAME="/dev/rootvg/tourdbs", OWNER="informix", GROUP="informix", MODE="0660", SYMLINK="rtourdbs"

Where <Number1:Number2> can be found as a result of running the following command:

ls –lH /dev/rootvg/tourdbs

Example

brw-rw---- 1 informix informix 253, 11 Mar 30 12:08 /dev/rootvg/tourdbs

Where <Number1:Number2> are 253:11

Therefore, the line to be added to the /etc/udev/rules.d/30-pp.rules file will appear as follows:

SYSFS{dev}=="253:11", NAME="/dev/rootvg/tourdbs", OWNER="informix", GROUP="informix", MODE="0660", SYMLINK="rtourdbs"

Redundant systems

If you have both image and tours packages installed on a redundant system, you must remove the image package before removing the tours package.

If you want to reconfigure a redundant system as a standalone system, you must run the following command to change the mode of the database from primary to standard, otherwise the DB log will show errors for the standalone configuration.

onmode -d standard

(Linux only) Installing Facility Commander 2.2.2 Co-resident with Picture Perfect 4.5.1

Additional Logical Volumes

If you are installing Facility Commander 2.2.2 Server on the same machine with the Picture Perfect Server, additional Logical Volumes LogVol06 through LogVol08 must be created during installation of Red Hat Linux Enterprise 5.3.

To create Logical Volumes LogVol06 through LogVol08:

1. Refer to the *Picture Perfect 4.5 Installation Manual*, Chapter 5, Installing Red Hat Linux Enterprise 5.3 for detailed instructions on creating logical volumes.
2. After creating Logical Volumes LogVol00, LogVol01, LogVol02, LogVol03, LogVol04, and LogVol05 as specified in the *Picture Perfect 4.5 Installation Manual*, create the additional logical volumes listed in Table 1 on page 13.

Table 1: Additional logical volumes for co-resident with Facility Commander 2.2.2

Volume group	Logical volume	Enter mount point	Size to enter (MB)
rootvg	LogVol06	/db3	400 (S) 500 (M) 700 (L)
rootvg	LogVol07	/db4	4,700 (S) 13,800 (M) 36,500 (L)
rootvg	LogVol08	/bud	36,000

Changing the default Onconfig TAPSIZE parameter

For co-resident systems, the TAPESIZE parameter needs to be increased to provide enough space for Archive and Backup files. If the parameter is set to zero, Informix will interpret that value as no limit for the Archive and Backup.

To change the TAPESIZE default parameter to 0 (zero):

1. Open a terminal window in the Facility Commander with Picture Perfect server, and then log on as root.
2. Using an editor such as vi, edit the /cas/db/etc/onconfig file and change the TAPESIZE parameter to 0 (zero).
3. Save and Exit the file.

Enabling SSL on a co-resident system

If you are installing Facility Commander 2.2.2 Server on the same machine with the Picture Perfect Server and plan to enable SSL encryption, SSL must be configured in Facility Commander first. Do not enable SSL encryption during installation of Picture Perfect 4.5.1 server. Refer to the *Facility Commander 2.2.2 Release Notes* included on the Documentation CD for detailed procedures.

Shutting down Apache processes on a co-resident system

The startFC.sh and stopFC.sh scripts are added during the Facility Commander application server installation into the apache-tomcat/bin directory. These scripts start and stop Apache processes. When shutting down the co-resident system, run stopFC.sh first before proceeding with rc.pperf -k. The tomcat-users.xml needs to be populated with the following entry for these scripts to function correctly.

To add required entries to the tomcat-users.xml file:

1. Open a terminal window in the Facility Commander with Picture Perfect server, and then log on as ppadmin.
2. Using an editor such as vi, edit the /var/www/apache-tomcat/conf/tomcat-users.xml file and replace it with the following:

   ```
   <?xml version='1.0' encoding='utf-8'?>
   <tomcat-users>
   <role rolename="manager"/>
   <role rolename="admin"/>
   <user username="tomcat" password="commander"
   roles="manager,admin"/>
   </tomcat-users>
   ```

3. Save and exit the file.
4. Reboot the server.

Contacting technical support

You can reach technical support by phone 8 a.m. to 7 p.m. EST, Monday through Friday.

North America:
T 888-437-3287
F 561-998-6224

Asia
T 852-2907-8108
F 852-2142-5063

Australia
T 61-3-9239-1200
F 61-3-9239-1299

Canada
T 800-267-6317
F 613-737-5517

Europe
T 32-2-725-11-20
F 32-2-721-40-47

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T 561-998-6100
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